IN THE CLAIMS

Please amend the claims as follows:

1.   (original) A computer implemented or computer assisted method of measuring and assessing culture of an organization and making improvements thereon, comprising the steps of:

collecting by at least one of computer and a user responses from members of the organization;

compiling the responses into an analyzable data format generating compiled data;

determining at least one of themes and issues by analyzing the compiled data;

determining at least one action corresponding to the at least one of themes and issues determined by said determining themes and issues step;

implementing the at least one action on the organization determined by said determining at least one action step;

assessing an effect of said implementing step on the organization; and

determining at least one additional action responsive to the effect determined by said assessing step.

2.   (original) The method of claim 1, wherein the step of collecting responses further includes the steps of:

performing at least one individual interview session with at least one of the members;

performing at least one focus group meeting with at least one of the members; and

performing at least one physical walk around with at least one of the members.

3.   (original) The method of claim 1, wherein the step of compiling the responses includes the steps of:

separating the collected responses into groups.

4.   (original) The method of claim 1, wherein the step of determining themes or issues includes the step of:

determining ineffectual communication between employees and managers of the organization as a theme.

5.   (original) The method of claim 1, wherein the step of determining said action includes the step of:

increasing communication between employees and managers by posting relevant messages on a board or a Web page of the organization.

6.   (currently amended) A computer-implemented or assisted method of analyzing data collected as part of a cultural assessment process The method of claim 1, wherein the data includes responses to qualitative questions and quantitative questions collected in at least one of a user interview computer program, individual interviews, focus group meetings, questionnaires, and culture assessment tools, comprising and further includes the steps of:

calculating averages of the responses to the quantitative questions collected from the at least one individual interview;

calculating averages of the responses to the quantitative questions collected from the at least one focus group meeting; and

determining at least one of themes and issues by comparing the calculated averages of the responses to the quantitative questions collected from the at least one individual interview and the calculated averages of the responses to the quantitative questions collected from the at least one focus group meeting.

7.   (original) The method of claim 6, further including the steps of:

separating the collected data into a number of sets; and

determining at least one of themes and issues appearing repeatedly in the collected data for each set of data.

8.   (original) The method of claim 7, further comprising the step of:

determining at least one of themes and issues by comparing the calculated averages and the responses to the qualitative questions.

9.   (original) A computer implemented or assisted system for measuring and assessing culture of an organization and making improvements thereon, comprising:

means for collecting by at least one of computer and a user responses from members of the organization;

means for compiling the responses into an analyzable data format generating compiled data;

means for determining at least one of themes and issues by analyzing the compiled data;

means for determining at least one action corresponding to the at least one of themes and issues determined by said means for determining themes and issues;

means for causing the at least one action determined by said means for determining at least one action to be implemented on the organization; and

means for assessing an effect made by said implementation of at least one action on the organization.

10.   (original) The system of claim 9, wherein the means for collecting responses further includes:

means for compiling data collected from at least one individual interview session with at least one of the members;

means for compiling data collected from at least one focus group meeting with at least one of the members; and

means for compiling data collected from at least one walk around interview with at least one of the members.

11.   (original) The system of claim 9, wherein the means for compiling the responses includes:

means for separating the collected responses into groups.

12.   (original) The system of claim 9, wherein the means for determining themes or issues further includes:

means for determining ineffectual communication between employees and managers of the organization as a theme.

13.   (withdrawn) A computer implemented or assisted system for analyzing data collected as part of a cultural assessment process, wherein the data includes responses to qualitative questions and quantitative questions collected in at least one of a user interview computer program, individual interviews, focus group meetings, questionnaires, and culture assessment tools, comprising:

means for calculating averages of the responses to the quantitative questions collected from the at least one individual interview;

means for calculating averages of the responses to the quantitative questions collected from the at least one focus group meeting; and

means for determining at least one of themes and issues by comparing the calculated averages of the responses to the quantitative questions collected from the at least one individual interview and the calculated averages of the responses to the quantitative questions collected from the at least one focus group meeting.

14.   (withdrawn) The system of claim 13, further including:

means for separating the collected data into a number of sets; and

means for determining at least one of themes and issues appearing repeatedly in the collected data for each set of data.

15. (withdrawn) The system of claim 13, further including:

means for determining at least one of themes and issues by comparing the calculated averages and the responses to the qualitative questions.

16. (original) A computer readable medium including instructions being executed by a computer, the instructions instructing the computer to measure and/or assess culture of an organization and make improvements thereon, instructions comprising:

collecting by at least one of computer and a user responses from members of the organization;

compiling the responses into an analyzable data format generating compiled data;

determining at least one of themes and issues by analyzing the compiled data;

determining at least one action corresponding to the at least one of themes and issues determined by said instructions for determining themes and issues;

causing the at least one action determined by said instructions for determining at least one action to be implemented on the organization; and

assessing an effect made by said implementation of at least one action on the organization.

17. (original) The medium of claim 16, wherein the instructions for collecting responses further includes the instructions for:

compiling data collected from at least one individual interview session with at least one of the members;

compiling data collected from at least one focus group meeting with at least one of the members; and

compiling data collected from at least one walk around interview with at least one of the members.

18. (original) The medium of claim 16, wherein the instructions for compiling the responses includes the instructions for:

separating the collected responses into groups.

19. (original) The medium of claim 16, wherein the instruction for determining themes or issues further includes the instructions for:

determining ineffectual communication between employees and managers of the organization as a theme.

20. (withdrawn) A computer readable medium including instructions being executed by a computer, the instructions instructing the computer to analyze data collected as part of a cultural assessment process, wherein the data includes responses to qualitative questions and quantitative questions collected in at least one of a user interview computer program, individual interviews, focus group meetings, questionnaires, and culture assessment tools, the instructions comprising:

calculating averages of the responses to the quantitative questions collected from the at least one individual interview;

calculating averages of the responses to the quantitative questions collected from the at least one focus group meeting; and

determining at least one of themes and issues by comparing the calculated averages of the responses to the quantitative questions collected from the at least one individual interview and the calculated averages of the responses to the quantitative questions collected from the at least one focus group meeting.

21. (withdrawn) The medium of claim 20, further including the instructions for:

separating the collected data into a number of sets; and

determining at least one of themes and issues appearing repeatedly in the collected data for each set of data.

22.   (withdrawn) The medium of claim 20, further including the instructions for:

determining at least one of themes and issues by comparing the calculated averages and the responses to the qualitative questions.

23.   (original) An expert system comprising:

a processor;

a computer readable medium including instructions executable by said processor, the instructions instructing the computer to measure and/or assess culture of an organization and make improvements thereon, the instructions comprising:

collecting by at least one of computer and a user responses from members of the organization;

compiling the responses into an analyzable data format generating compiled data;

determining at least one of themes and issues by analyzing the compiled data;

determining at least one action corresponding to the at least one of themes and issues determined by said instructions for determining themes and issues;

causing the at least one action determined by said instructions for determining at least one action to be implemented on the organization; and

assessing an effect made by said implementation of at least one action on the organization.

24.   (original) The expert system of claim 23, wherein the instructions for collecting responses further includes the instructions for:

compiling data collected from at least one individual interview session with at least one of the members;

compiling data collected from at least one focus group meeting with at least one of the members; and

compiling data collected from at least one walk around interview with at least one of the members.

25.   (original) The expert system of claim 23, wherein the instructions for compiling the responses includes the instructions for:

separating the collected responses into groups.

26.   (original) The expert system of claim 23, wherein the instruction for determining themes or issues further includes the instructions for:

determining ineffectual communication between employees and managers of the organization as a theme.

27.   (withdrawn) An expert system comprising:

a processor;

a computer readable medium including instructions executable by said processor, the instructions instructing the computer to analyze data collected as part of a cultural assessment process, wherein the data includes responses to qualitative questions and quantitative questions collected in at least one of a user interview computer program, individual interviews, focus group meetings, questionnaires, and culture assessment tools, the instructions comprising:

calculating averages of the responses to the quantitative questions collected from the at least one individual interview;

calculating averages of the responses to the quantitative questions collected from the at least one focus group meeting; and

determining at least one of themes and issues by comparing the calculated averages of the responses to the quantitative questions collected from the at least one individual interview and the calculated averages of the responses to the quantitative questions collected from the at least one focus group meeting.

28.   (withdrawn) The expert system of claim 27, further including the instructions for:

separating the collected data into a number of sets; and

determining at least one of themes and issues appearing repeatedly in the collected data for each set of data.

29.   (withdrawn) The expert system of claim 27, further including the instructions for:

determining at least one of themes and issues by comparing the calculated averages and the responses to the qualitative questions.

30.   (original) In a computer system to measure and/or assess culture of an organization and make improvements thereon, a computer data signal embodied in a carrier wave, said signal bearing instructions to be executed by the computer system, said instructions comprising:

collecting by at least one of computer and a user responses from members of the organization;

compiling the responses into an analyzable data format generating compiled data;

determining at least one of themes and issues by analyzing the compiled data;

determining at least one action corresponding to the at least one of themes and issues determined by said instructions for determining themes and issues;

causing the at least one action determined by said instructions for determining at least one action to be implemented on the organization; and

assessing an effect made by said implementation of at least one action on the organization.

31.   (original) The signal of claim 30, wherein the instructions for collecting responses further includes the instructions for:

compiling data collected from at least one individual interview session with at least one of the members;

compiling data collected from at least one focus group meeting with at least one of the members; and

compiling data collected from at least one walk around interview with at least one of the members.

32.   (original) The signal of claim 30, wherein the instructions for compiling the responses includes the instructions for:

separating the collected responses into groups.

33.   (original) The signal of claim 30, wherein the instruction for determining themes or issues further includes the instructions for:

determining ineffectual communication between employees and managers of the organization as a theme.

34.   (withdrawn) In a computer system to analyze data collected as part of a cultural assessment process, wherein the data includes responses to qualitative questions and quantitative questions collected in at least one of a user interview computer program, individual interviews, focus group meetings, questionnaires, and culture assessment tools, a computer data signal embodied in a carrier wave, said signal bearing instructions to be executed by the computer system, the instructions comprising:

calculating averages of the responses to the quantitative questions collected from the at least one individual interview;

calculating averages of the responses to the quantitative questions collected from the at least one focus group meeting; and

determining at least one of themes and issues by comparing the calculated averages of the responses to the quantitative questions collected from the at least one individual interview and the calculated averages of the responses to the quantitative questions collected from the at least one focus group meeting.

35.   (withdrawn) The signal of claim 34, further including the instructions for:

separating the collected data into a number of sets; and

determining at least one of themes and issues appearing repeatedly in the collected data for each set of data.

36.   (withdrawn) The signal of claim 34, further including the instructions for:

determining at least one of themes and issues by comparing the calculated averages and the responses to the qualitative questions.

37.   (original) A computer implemented or computer assisted method of measuring and assessing culture of an organization and making improvements thereon, comprising the steps of:

collecting by at least one of computer and a user responses from members of the organization, including the steps of:

performing at least one individual interview session with at least one of the members;

performing at least one focus group meeting with at least one of the members; and

performing at least one walk around interview with at least one of the members;

compiling the responses into an analyzable data format generating compiled data;

determining at least one of themes and issues by analyzing the compiled data, including the steps of:

determining ineffectual communication between employees and managers of the organization as a theme;

determining at least one action corresponding to the at least one of themes and issues determined by said determining themes and issues step;

implementing the at least one action on the organization determined by said determining at least one action step, including the step of:

increasing communication between employees and managers by posting relevant messages on a board or a Web page of the organization;

assessing an effect of said implementing step on the organization; and

determining at least one additional action responsive to the effect determined by said assessing step.

38.   (withdrawn) A computer implemented or assisted method of analyzing data collected as part of a cultural assessment process, wherein the data includes responses to qualitative questions and quantitative questions collected in at least one of a user interview computer program, individual interviews, focus group meetings, questionnaires, and culture assessment tools, comprising the steps of:

calculating averages of the responses to the quantitative questions collected from the at least one individual interview;

calculating averages of the responses to the quantitative questions collected from the at least one focus group meeting;

determining at least one of themes and issues by comparing the calculated averages of the responses to the quantitative questions collected from the at least one individual interview and the calculated averages of the responses to the quantitative questions collected from the at least one focus group meeting;

separating the collected data into a number of sets;

determining at least one of themes and issues appearing repeatedly in the collected data for each set of data; and

determining at least one of themes and issues by comparing the calculated averages and the responses to the qualitative questions.

39.　　(original) A computer implemented or assisted system for measuring and assessing culture of an organization and making improvements thereon, comprising:

means for collecting by at least one of computer and a user responses from members of the organization, including:

means for compiling data collected from at least one individual interview session with at least one of the members;

means for compiling data collected from at least one focus group meeting with at least one of the members; and

means for compiling data collected from at least one walk around interview with at least one of the members;

means for compiling the responses into an analyzable data format generating compiled data;

means for determining at least one of themes and issues by analyzing the compiled data, including:

means for determining ineffectual communication between employees and managers of the organization as a theme;

means for determining at least one action corresponding to the at least one of themes and issues determined by said means for determining themes and issues;

means for causing the at least one action determined by said means for determining at least one action to be implemented on the organization; and

means for assessing an effect made by said implementation of at least one action on the organization.

40.　　(withdrawn) A computer implemented or assisted system for analyzing data collected as part of a cultural assessment process, wherein the data includes responses to qualitative questions and quantitative questions collected in at least one of a user

interview computer program, individual interviews, focus group meetings, questionnaires, and culture assessment tools, comprising:

means for calculating averages of the responses to the quantitative questions collected from the at least one individual interview;

means for calculating averages of the responses to the quantitative questions collected from the at least one focus group meeting;

means for determining at least one of themes and issues by comparing the calculated averages of the responses to the quantitative questions collected from the at least one individual interview and the calculated averages of the responses to the quantitative questions collected from the at least one focus group meeting;

means for separating the collected data into a number of sets;

means for determining at least one of themes and issues appearing repeatedly in the collected data for each set of data; and

means for determining at least one of themes and issues by comparing the calculated averages and the responses to the qualitative questions.